



Lending Partner Customer Service Specialist Housing Development Officer Intermediate

Position available at Minnesota Housing Finance Agency

Who may apply:

This position is open to bidders and qualified internal or external candidates simultaneously. This vacancy will be filled in accordance with contract provisions. Eligible bidders will be considered prior to filling the position via other means.

POSTING DATE:	<u>March 5, 2021</u>	EXPIRATION DATE:	<u>March 18, 2021</u>
DIVISION:	<u>Single Family</u>		
SUPERVISOR:	<u>Emily Strong</u>		
JOB CLASS:	<u>Housing Development Officer Intermediate</u>		
EMPLOYMENT CONDITION:	<u>Full time, classified, unlimited</u>		

Minnesota Housing is hiring! We're a mission focused financial institution looking for a Lending Partner Customer Service Specialist to provide high-level and comprehensive problem-solving assistance to Agency business partners (lenders, real estate agents, and more) regarding Agency home mortgage, down payment and home improvement programs.

The Lending Partner Customer Service Specialist will work from 8:30 am – 5:00 pm.

Essential Job Duties

- The Lending Partner Customer Service Specialist will provide high-level and comprehensive problem-solving assistance to Agency business partners (lenders, real estate agents, etc.) and consumers regarding Agency home mortgage, down payment and home improvement programs, including:
 - Agency requirements/guidelines
 - Agency processes
 - Agency forms
 - Agency technology systems
 - Layering non-Agency assistance programs with Agency loans
 - Referrals to non-Agency parties (insurers/guarantors – FHA, VA, Rural Development, private mortgage insurance [PMI] companies)
 - Assisting with lender training
- Assist users of the Minnesota Housing online commitment system
- Participate on project teams that explore opportunities to refine programs and expand markets

Minimum Qualifications

To be qualified for and considered for this position, applicants must meet all of the minimum qualifications listed below. Ensure that your resume contains descriptions of your work experiences sufficient for comparison against the requirements stated below and indicate the beginning and ending month and year for each job held.

Only applicants whose resumes clearly demonstrate fulfillment of each of these minimum qualifications will be considered for this position:

- Two (2) years of demonstrated experience working with homeownership programs and home lending products (such as home improvement loans, Fannie Mae, Freddie Mac, FHA, Rural Development [RD], VA private mortgage insurance (PMI) companies, etc.). A Bachelor's degree may substitute for one year of experience
- Two (2) years of demonstrated excellent customer service skills
- Proven organizational, time management and interpersonal skills

Preferred Qualifications

- Bilingual
- Mortgage Lending experience
- Call center experience
- Project Management experience
- Experience administering Minnesota Housing Loan programs

Physical Requirements:

This position requires occasional transporting of articles such as file folders, ledgers and/or small tools. May be required to move or maintain a stationary position for long periods of time.

Additional Requirements:

This position requires successful completion of the following:

- Reference Checks
- Job Related Criminal Background Check

Annual Salary Range:

\$24.03 - \$35.24/hourly; \$50,175 - \$73,581/annually

To Apply:

External candidates should click here to apply or copy and paste this text into your browser:

https://careers.mn.gov/psp/hcm92apc/MNCAREERS/HRMS/c/HRS_HRAM.HRS_APP_SCHJOB.GBL?Page=HRS_APP_JBPST&FOCUS=Applicant&SiteId=1001&JobOpeningId=44362&PostingSeq=1&languageCd=ENG.

Internal candidates should go to [Employee Self Service](#) > Careers and search for Job ID 44362.

Why Choose Minnesota Housing?

Our culture consists of passionate, mission-driven employees focused on delivering the best programs possible to help Minnesotans access safe, affordable housing. We invest in our employees' futures by providing a variety of professional development opportunities. We're committed to providing employees with work-life balance by offering many work schedule options, flexible schedules and limited overtime. That's why our average employee tenure is 11 years.

At Minnesota Housing, we know that affordable housing is an essential part of Minnesota's infrastructure. When you work here, you're helping to build stronger communities. We also have a national reputation as one of the finest housing finance agencies in the country.

Our top notch benefits include extremely inexpensive health insurance for employees and dependents, generous vacation and sick leave plans, eleven holidays per year, and tuition assistance. We offer a defined benefit pension plan with a guaranteed, life-long benefit based on tenure plus pre-tax and ROTH options to supplement the pension. For more information, visit our website at www.mnhousing.gov.

Affirmative Action/ Equal Opportunity Employer

This information can be made available in alternative formats to individuals with disabilities by calling (651) 259.3637 or (651) 282.2699 (TTY).